

JOB SPECIFICATION

TITLE: MANAGER OF PROPERTY MANAGEMENT & BUILDING OPERATIONS

PRIMARY RESPONSIBILITIES: To supervise and direct property management and maintenance staff in the rehabilitation and management of owned and managed properties.

SUPERVISORY RELATIONSHIP: Reports to Assistant Executive Director

DIRECT REPORTS: Rehabilitation Specialist, Property Managers, Assistant Property Manager, Lead Maintenance, Maintenance

ACCEPTABLE EXPERIENCE/TRAINING: Undergraduate degree in field relating to property management, real estate, or business. A minimum of five (5) years progressive rental and condominium property management experience, real estate, marketing, or any combination of the above which supplies the required knowledge and skills. Experience in Skyline and Sam Track software and a familiarity with the real estate development process useful. Broker license and/or CPM accreditation preferred. Experience in affordable housing considered a plus.

SPECIFIC RESPONSIBILITIES:

- Supervise, train, develop, coach, and appraise staff in daily responsibilities to ensure optimum performance
- Address complaints and resolve departmental personnel issues with assistance/input from HR
- Conduct annual performance appraisals for all direct reports
- Oversee all phases of tenant relations and adjudicate tenant complaints as necessary.
- Review monthly tenant aging reports and ensure timely collections by PMs.
- Review, approve and direct PMs in established tenant payment agreements and/or legal actions, including evictions.
- Approve purchase orders and payment of building operating and capital improvement expenses in accordance with procurement policy.
- Negotiate property management related contracts, e.g., scavenger, landscaping, cleaning and extermination.
- Ensure departmental compliance with procurement policy in bidding projects and establishing contractor qualifications.
- Consult and advise private building owners regarding fee management procedures.
- Create and maintain departmental protocols and forms to evaluate and track departmental costs and inventories.
- Create, revise and update departmental procedural forms and manuals as needed.
- Create and submit monthly departmental board report to Assistant Executive Director.
- Coordinate and oversee multi-family rental reimbursement program.

- Work with the Assistant Executive Director to develop annual property management expense and capital improvement budgets.
- Work with the Director of Marketing to coordinate the marketing of owned and managed properties and ensure compliance with bond requirements on percentage of low-income occupancy.
- Work with Director of Special Projects to coordinate rehabilitation grants and special building-related projects as assigned.
- Represent the corporation with various social service agencies, governmental units, other organizations and persons as assigned by Assistant Executive Director and/or Executive Director
- Attend monthly Board of Directors meetings as necessary
- Be available for emergency calls, as necessary.
- Other related duties that may be assigned from time to time by the Assistant Executive Director.

SALARY RANGE: \$50,000 – \$65,000